

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 30 SEPTEMBER 2004

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

118 IDHS CHD New Tickets Logged

0	A2IPB PMO New Tickets Logged	0	DTW PMO New Tickets Logged
1	IOTA PMO New Tickets Logged	50	ISSE PMO New Tickets Logged
66	JEDI PMO New Tickets Logged	0	JTT PMO New Tickets Logged
0	WebTAS PMO New Tickets Logged	1	Other New Tickets Logged

55 IDHS CHD Brought Forward

0	A2IPB PMO Tickets Brought Forward	0	DTW PMO Tickets Brought Forward
0	IOTA PMO Tickets Brought Forward	25	ISSE PMO Tickets Brought Forward
22	JEDI PMO Tickets Brought Forward	7	JTT PMO Tickets Brought Forward
0	WebTAS PMO Tickets Brought Forward	1	Other Tickets Brought Forward

173 IDHS CHD Tickets Worked

0	A2IPB PMO Tickets Worked	0	DTW PMO Tickets Worked
1	IOTA PMO Tickets Worked	75	ISSE PMO Tickets Worked
88	JEDI PMO Tickets Worked	7	JTT PMO Tickets Worked
0	WebTAS PMO Tickets Worked	1	Other Tickets Worked

125 IDHS CHD Tickets Completed

0	A2IPB PMO Tickets Completed	0	DTW PMO Tickets Completed
0	IOTA PMO Tickets Completed	50	ISSE PMO Tickets Completed
68	JEDI PMO Tickets Completed	5	JTT PMO Tickets Completed
0	WebTAS PMO Tickets Completed	2	Other Tickets Completed

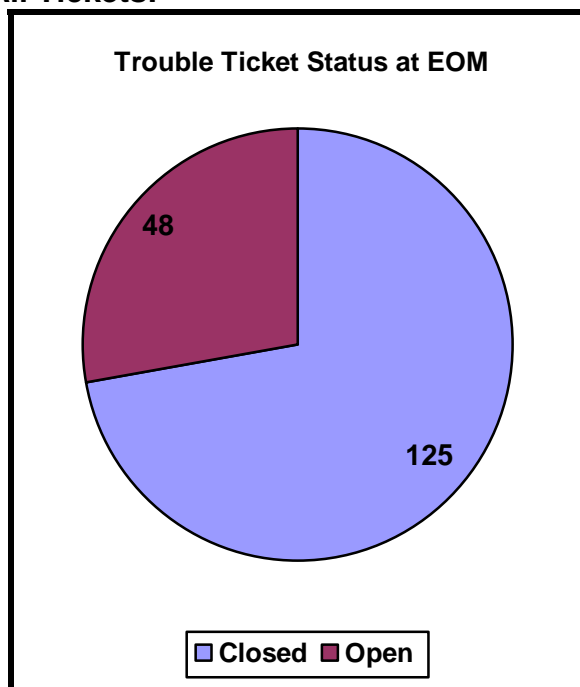
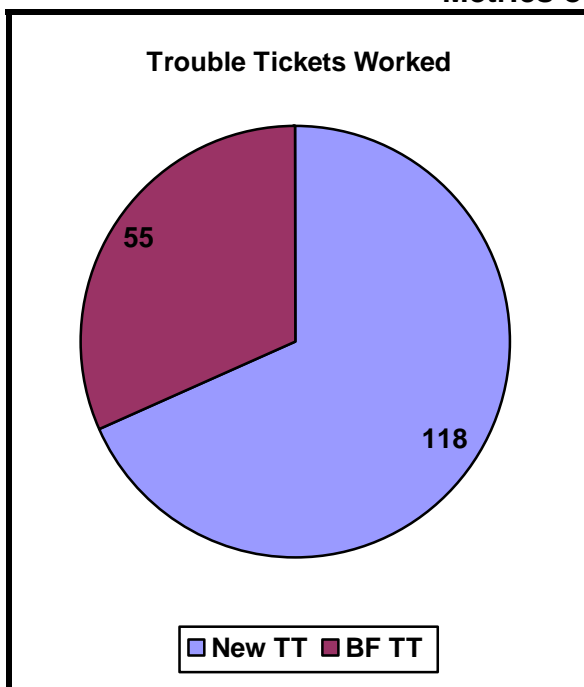
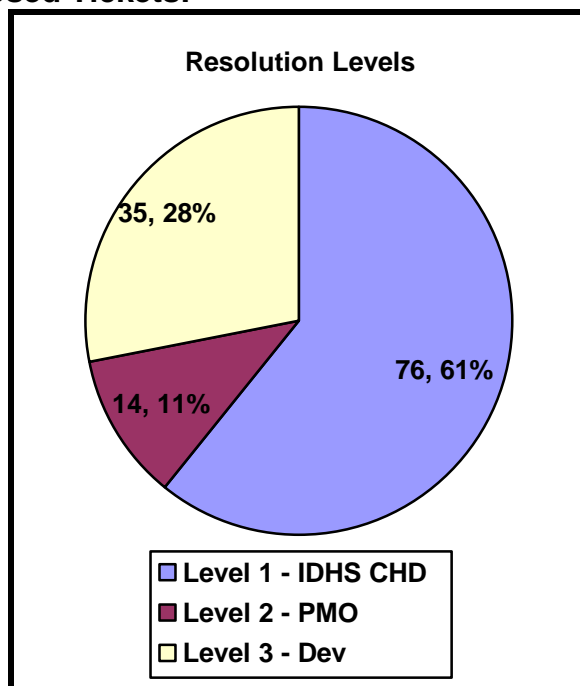
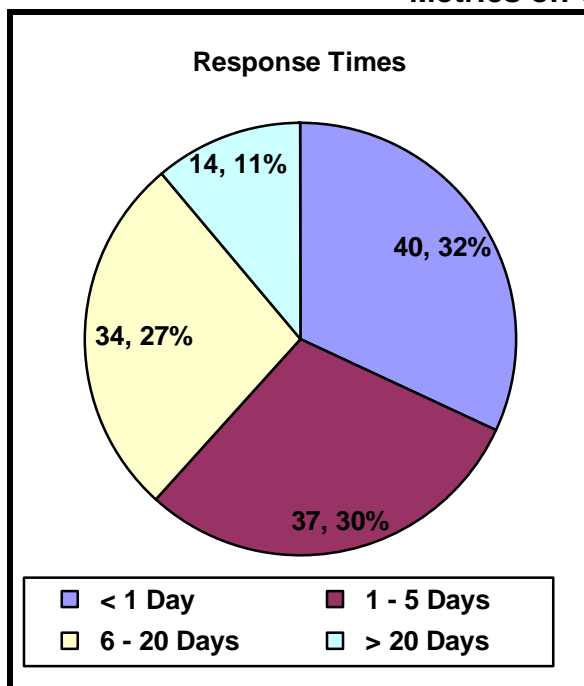
48 IDHS CHD Remaining Open

0	A2IPB PMO Tickets Remaining Open	0	DTW PMO Tickets Remaining Open
1	IOTA PMO Tickets Remaining Open	25	ISSE PMO Tickets Remaining Open
20	JEDI PMO Tickets Remaining Open	2	JTT PMO Tickets Remaining Open
0	WebTAS PMO Tickets Remaining Open	0	Other Tickets Remaining Open

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
A2IPB PMO	0	0	0	0
DTW PMO	0	0	0	0
IOTA PMO	0	0	0	0
ISSE PMO	16	14	14	6
JEDI PMO	23	22	15	8
JTT PMO	0	1	4	0
WebTAS	0	0	0	0
Other	1	0	1	0
Total CHD	40	37	34	14

IDHS CHD OVERALL

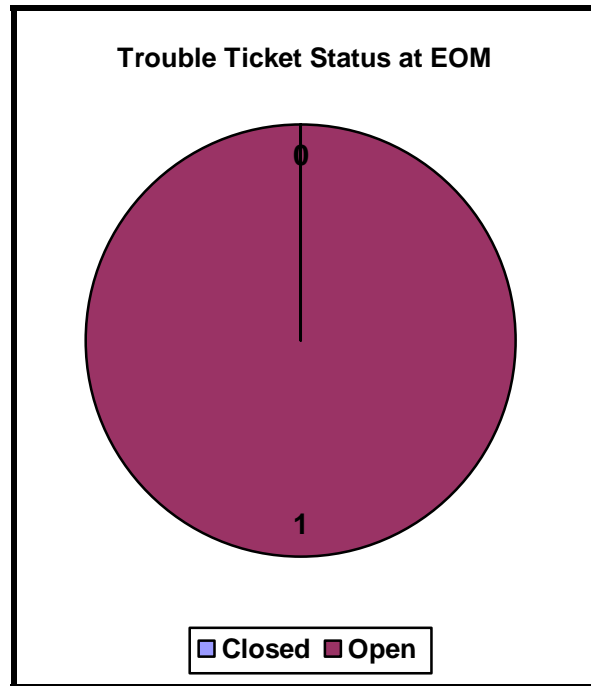
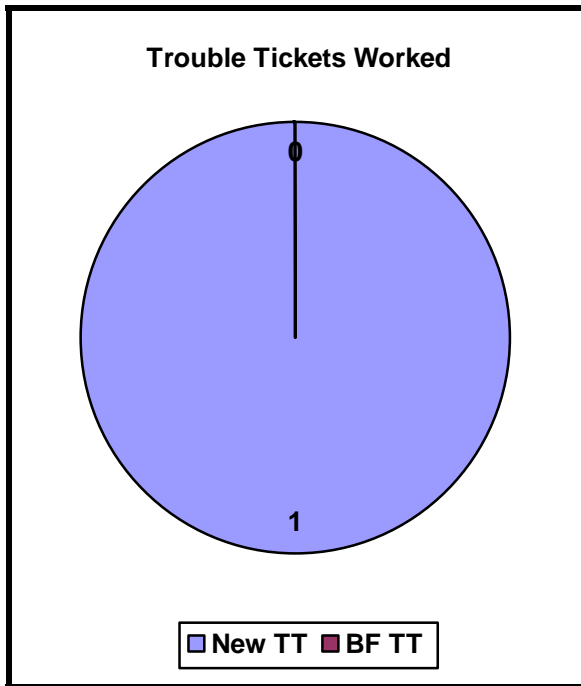
118 New Tickets Logged
55 Tickets Brought Forward
173 Tickets Worked
125 Tickets Completed
48 Tickets Remaining Open

Metrics on All Tickets:**Metrics on Closed Tickets:**

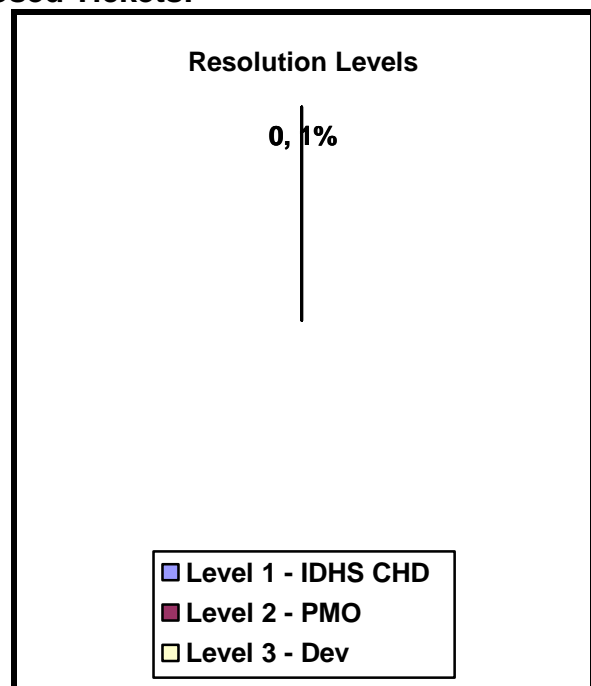
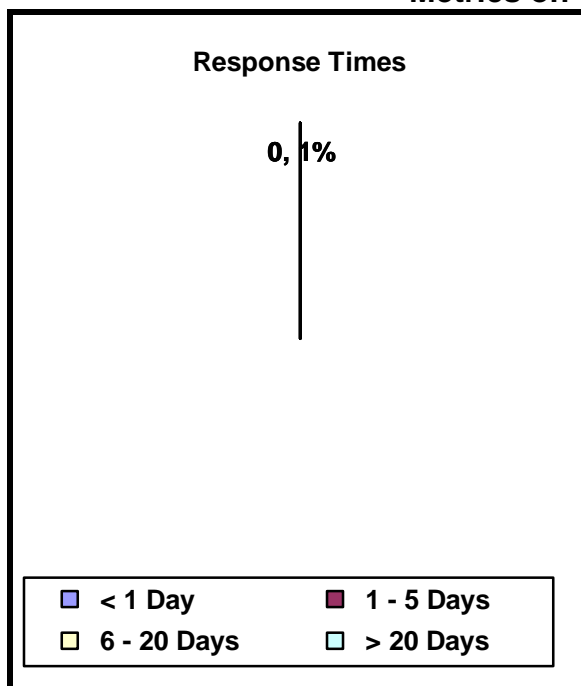
IOTA PMO

1 New Tickets Logged
 0 Tickets Brought Forward
 1 Tickets Worked
 0 Tickets Completed
 1 Tickets Remaining Open

Metrics on All Tickets:



Metrics on Closed Tickets:



STATUS OF IOTA PCMRs OPENED VIA IDHS CHD TICKETS:

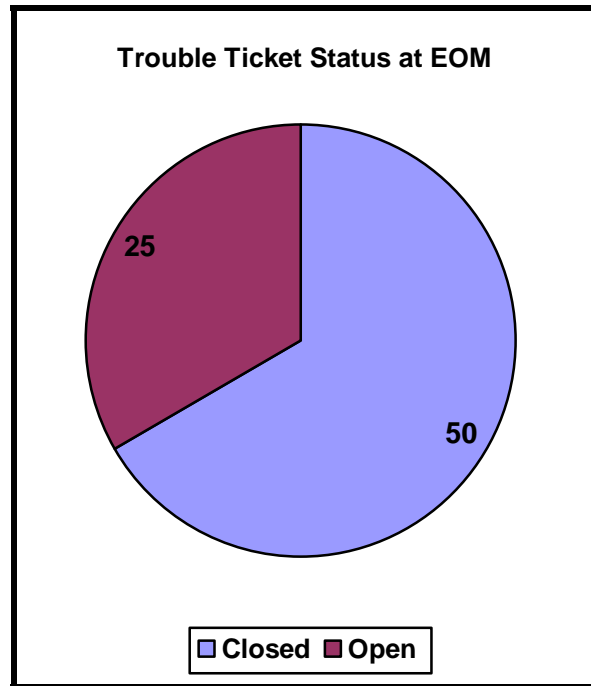
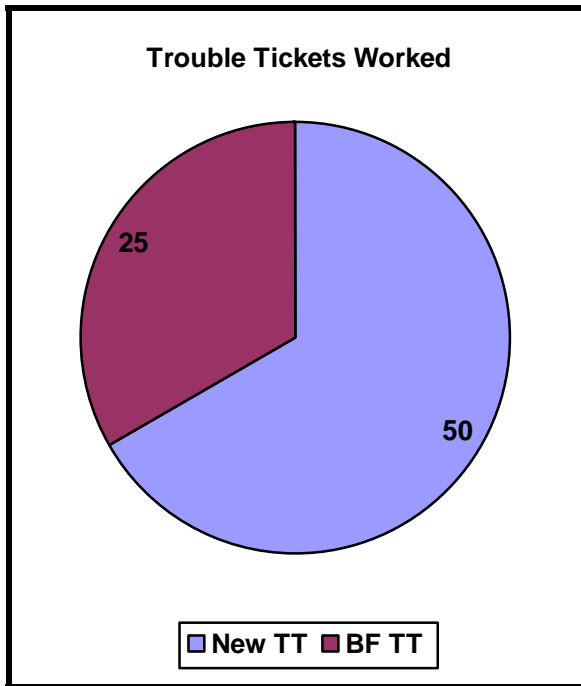
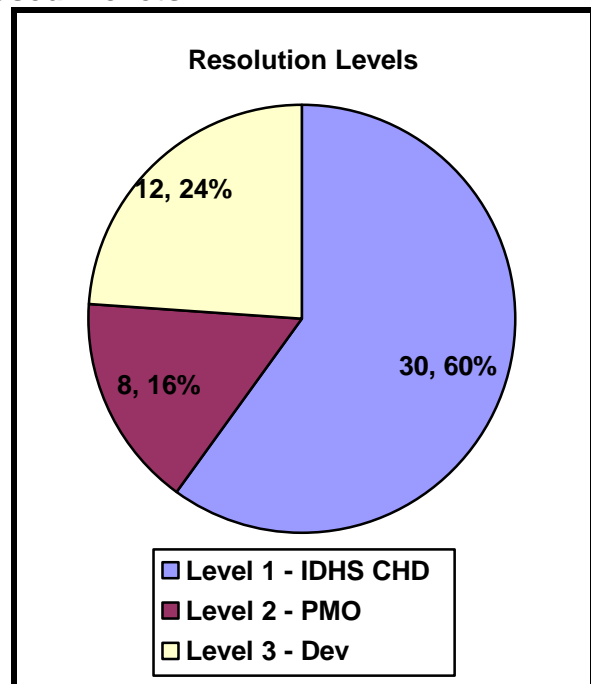
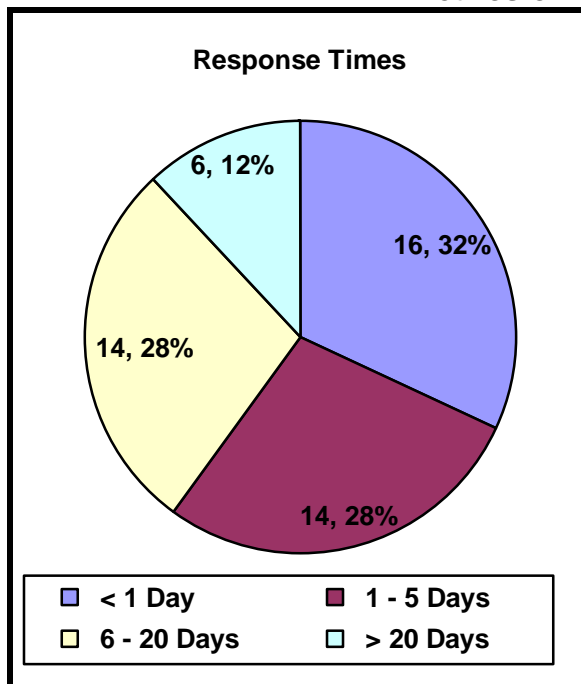
PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
IOTA	AFRL/IFE-BROADSWORD-03-006I	01603	New	19-MAY-03	0
			Open	19-MAY-03	214
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-004I	01461	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-005I	01478	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-003I	01284	New	10-MAR-03	58
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A

NOTE: Although these PMCRs have been closed, the problems reported were not resolved. The problems still exist for the customer but were closed with this note:

(U)12/19/03- Broadsword switched to sustainment mode, Ref: IOTA (JMR)

ISSE PMO

50 New Tickets Logged
25 Tickets Brought Forward
75 Tickets Worked
50 Tickets Completed
25 Tickets Remaining Open

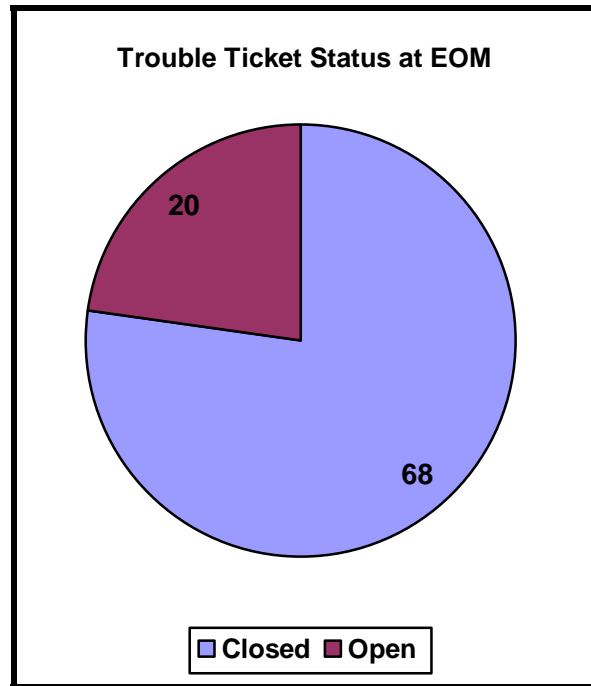
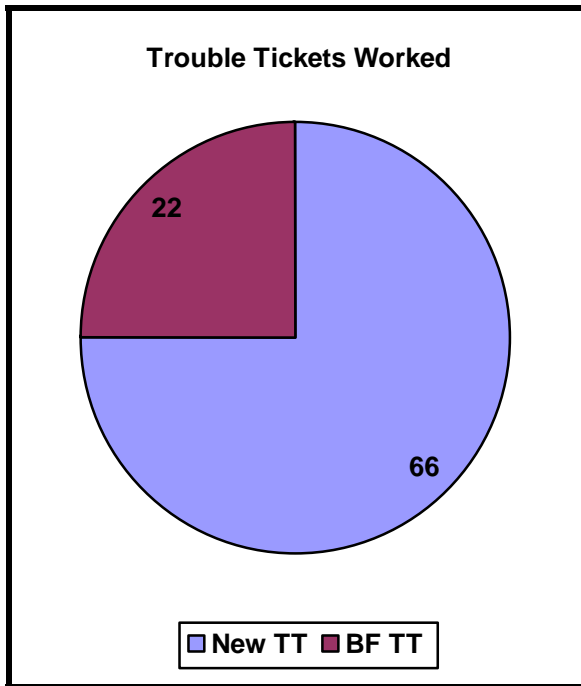
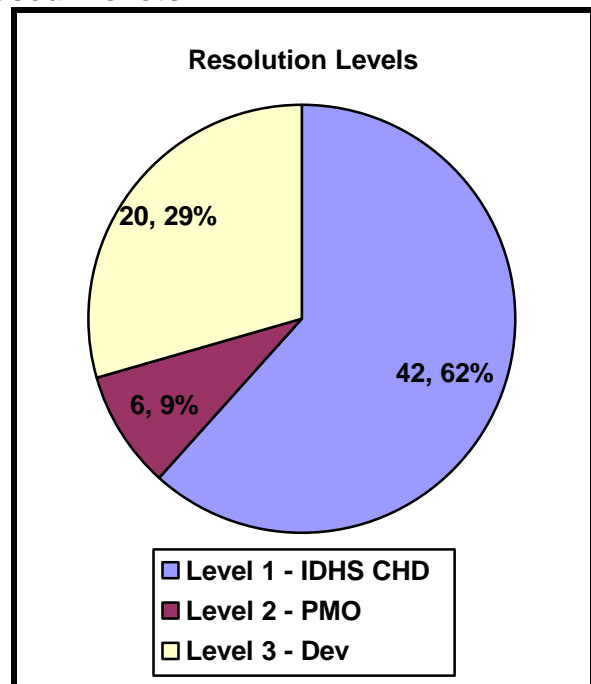
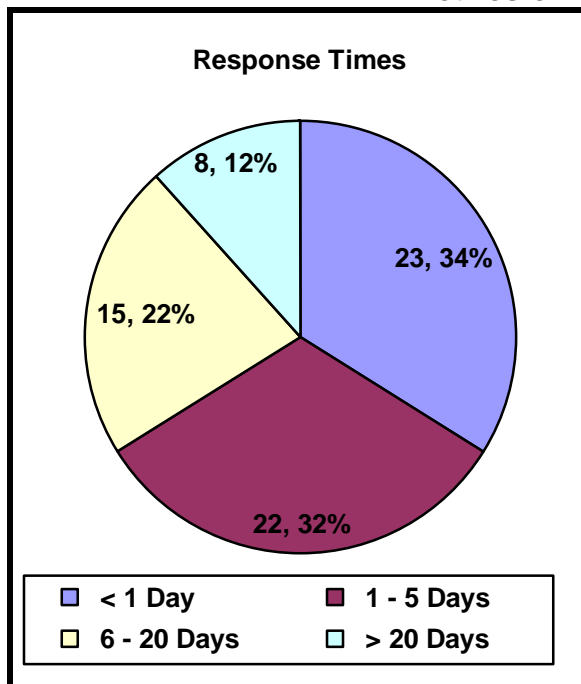
Metrics on All Tickets:**Metrics on Closed Tickets:**

STATUS OF ISSE PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
IS	JICPAC-1-ISSE GUARD/IUA-03-008I	01771	New	01-DEC-03	30
			Open	31-DEC-03	276.....
IS	ATO-3-ISSE GUARD/GUARD-03-009I	01857	New	22-OCT-03	70
			Open	31-DEC-03	275.....
IS	ATO-3-ISSE GUARD/GUARD-03-011I	02004	New	20-NOV-03	41
			Open	31-DEC-03	275.....
IS	ATO-3-ISSE GUARD/GUARD-03-010I	02022	New	19-NOV-03	42
			Open	31-DEC-03	275.....
IS	JICPAC-1-ISSE GUARD/MLDBR-03-001I	02209	Open	16-DEC-03	0
			New	16-DEC-03	15
			Open	31-DEC-03	97
			Withdrawn	06-APR-04	14
			Rejected	20-APR-04	164.....
IS	DAO-2-ISSE GUARD/MLDBR-03-002I	02213	Open	16-DEC-03	0
			New	16-DEC-03	15
			Open	31-DEC-03	97
			Closed	06-APR-04	178.....
IS	JCO-1-ISSE GUARD/IUA-03-009I	02260	New	03-DEC-03	28
			Open	31-DEC-03	275.....
IS	AFCCC-1-ISSE GUARD/IUA-03-010I	02325	New	31-DEC-03	97
			WP Requested	06-APR-04	178.....
IS	NORTHCOM-ISSE GUARD/IUA-04-004I	02363	New	17-MAR-04	20
			Open	06-APR-04	178.....
IS	NORTHCOM-ISSE GUARD/IUA-04-007I	02469	New	06-APR-04	0
			Open	06-APR-04	178.....
IS	AFRL/IFS-ISSE GUARD-04-005I	02577	New	17-MAR-04	20
			Open	06-APR-04	13
			WP Requested	19-APR-04	165.....
IS	REO-8-ISSE GUARD-04-009I	02784	New	14-JUN-04	73
			Rejected	26-AUG-04	36.....
IS	DAO-2-ISSE GUARD/MLDBR-04-002I	02985	New	09-AUG-04	14
			Open	23-AUG-04	39.....
IS	ASPO-1-ISSE GUARD/STAR-04-003I	03044	New	21-JUL-04	36
			Open	26-AUG-04	19
			Implemented	14-SEP-04	17.....
IS	ASPO-1-ISSE GUARD/STAR-04-004I	03066	New	27-JUL-04	66.....
IS	UNKNOWN-ISSE GUARD-04-013I	03137	New	27-SEP-04	4.....
IS	DOLPHIN-2-ISSE GUARD/STAR-04-002I	03161	New	19-JUL-04	38
			Open	26-AUG-04	36.....
IS	URO-2-ISSE GUARD-04-012I	03265	New	22-SEP-04	2
			Open	24-SEP-04	7.....
IS	TITAN-5-ISSE GUARD-04-014I	03414	New	30-SEP-04	1.....

JEDI PMO

66 New Tickets Logged
22 Tickets Brought Forward
88 Tickets Worked
68 Tickets Completed
20 Tickets Remaining Open

Metrics on All Tickets:**Metrics on Closed Tickets:**

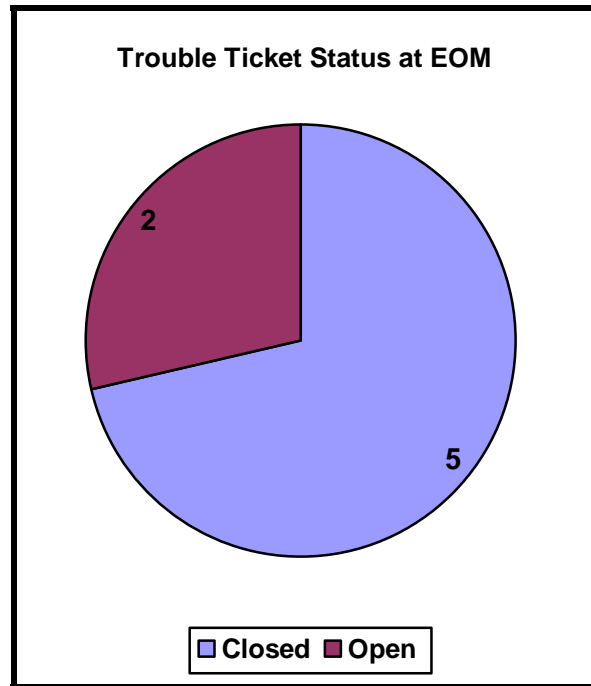
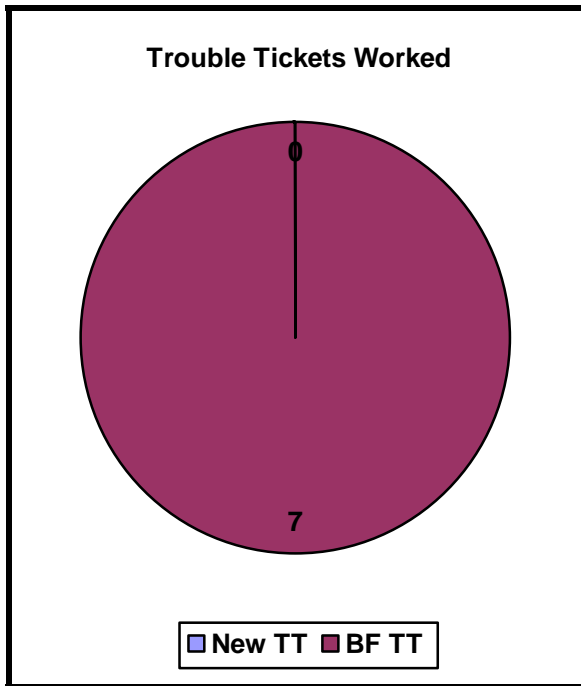
STATUS OF JEDI PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
JE	AFRL/IFE-AFDI-03-001I	01323	New	12-FEB-03	148
			Open	10-JUL-03	449.....
JE	AFRL/IFE-AFDI-03-003I	01568	New	16-MAY-03	55
			Open	10-JUL-03	449.....
JE	AFRL/IFE-AFDI-03-002I	01630	New	15-MAY-03	56
			Open	10-JUL-03	449.....
JE	UNKNOWN-AFDI-03-068I	01768	New	05-NOV-03	78
			Open	22-JAN-04	253.....
JE	JCO-1-AFDI-03-021I	01915	New	08-JUL-03	2
			Open	10-JUL-03	449.....
JE	AFRL/IFE-AFDI-03-069I	02007	New	12-NOV-03	71
			Open	22-JAN-04	253.....
JE	AFRL/IFE-AFDI-03-070I	02194	New	21-NOV-03	62
			Open	22-JAN-04	253.....
JE	UNKNOWN-AFDI-04-001I	02616	New	23-MAR-04	35
			Open	27-APR-04	157.....
JE	608AIS-AFDI-04-002I	02643	New	06-MAY-04	22
			Open	28-MAY-04	126.....

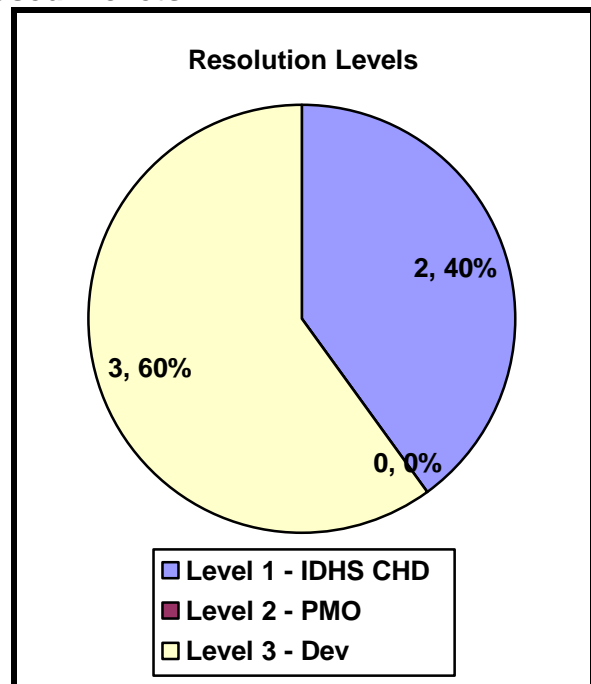
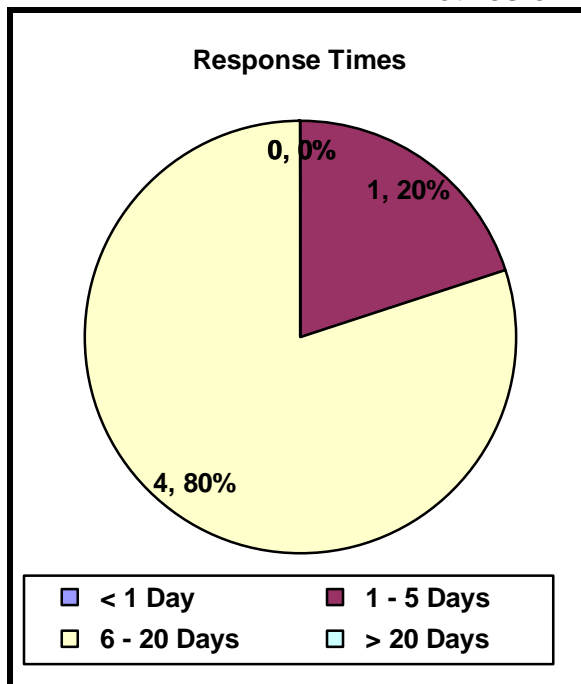
JTT PMO

0 New Tickets Logged
 7 Tickets Brought Forward
 7 Tickets Worked
 5 Tickets Completed
 2 Tickets Remaining Open

Metrics on All Tickets:



Metrics on Closed Tickets:

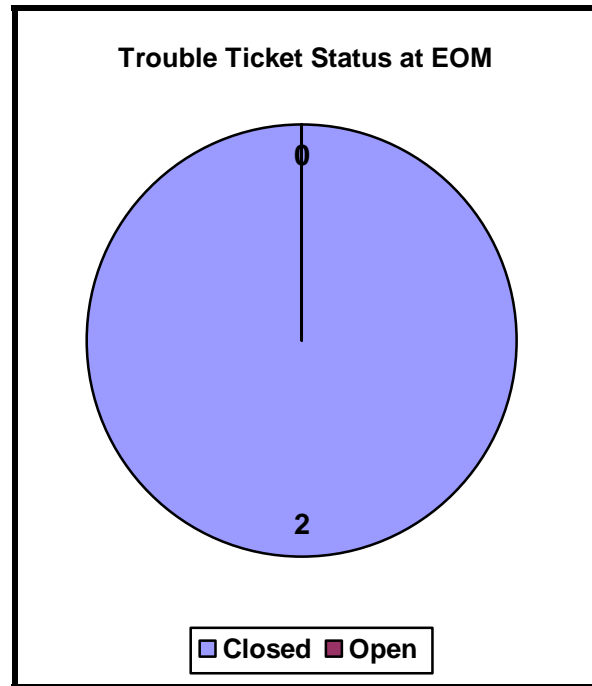
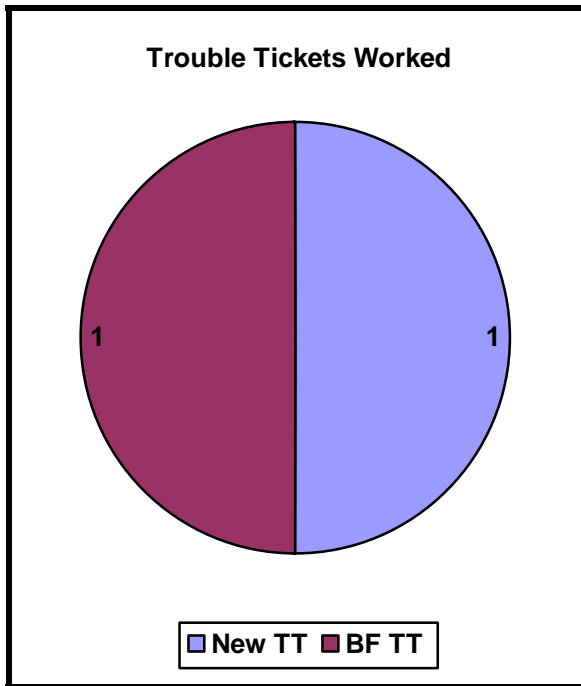


STATUS OF JTT PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
JT	AFRL/IFE-JTT-03-388I	01781	New	16-JUL-03	7
			Open	23-JUL-03	308
			Accepted	26-MAY-04	128.....
JT	AFRL/IFE-ITS-03-013I	02239	New	25-NOV-03	0
			Open	25-NOV-03	133
			Withdrawn	06-APR-04	178.....
JT	AFRL/IFE-ITS-04-012I	02921	New	04-JUN-04	10
			Open	14-JUN-04	109.....
JT	SHA-2-ITS-04-009I	02923	New	02-JUN-04	12
			Open	14-JUN-04	109.....
JT	SHA-2-ITS-04-017I	2925	New	24-JUN-04	29
			Open	23-JUL-04	70.....
JT	SHA-2-ITS-04-016I	02926	New	23-JUN-04	0
			Open	23-JUN-04	100.....
JT	SHA-2-ITS-04-010I	02928	New	02-JUN-04	12
			Open	14-JUN-04	109.....
JT	SHA-2-ITS-04-014I	02929	New	10-JUN-04	4
			Open	14-JUN-04	109.....
JT	SHA-2-ITS-04-011I	02931	New	02-JUN-04	12
			Open	14-JUN-04	109.....
JT	AFRL/IFE-ITS-04-013I	02932	New	04-JUN-04	10
			Open	14-JUN-04	109.....
JT	SHA-2-ITS-04-015I	02936	New	10-JUN-04	4
			Open	14-JUN-04	109.....

OTHER

1 New Tickets Logged
1 Tickets Brought Forward
2 Tickets Worked
2 Tickets Completed
0 Tickets Remaining Open

Metrics on All Tickets:**Metrics on Closed Tickets:**